

Florida Community Care (FCC) is following the Agency for Health Care Administration's (AHCA's) guidance for prior authorization flexibilities to guarantee that enrollees retain access to critical services in the aftermath of Hurricane Ian. FCC is supporting provider authorization process flexibilities through the Disaster Grace Period (September 29, 2022, through November 30, 2022) for the counties designated by the Federal Emergency Management Agency (FEMA) for Hurricane Ian.

For additional information related to the coverage and payment of services provided during the FEMA designated Disaster Grace Period please refer to the November 3rd [Agency for Health Care Administration Bulletin](#) and the November 9th [Agency for Health Care Administration Policy Transmittal 2022-10](#).

- ✓ For providers without an existing Florida Medicaid ID #, please follow the steps below.
 - ✓ For providers within the State of Florida, with an existing Medicaid ID #, please skip step 1 and follow the remaining steps below.
1. Florida Medicaid created a provisional provider enrollment process for **providers who are not enrolled with Florida Medicaid** and who provided services to an enrollee whose permanent address is in the FEMA designated disaster area. Please follow these steps to ensure that your claims are processed correctly:
 - a. Complete the Statewide Medicaid Managed Care Provisional Out-of-network Provider Enrollment form: https://ahca.myflorida.com/Medicaid/pdf/files/SMMC_Provisional_Out-of-Network_Provider_Enrollment_Form_09272022.pdf
 - b. Credentialing Requirements: FCC has a waiver in place for out-of-network non-credentialed providers for the duration of the FEMA designated disaster area grace period. Refer to AHCA's website for the link pertaining to this policy: [Agency for Health Care Administration Policy Transmittal 2022-10](#).
 2. Complete a Claim Form in accordance with Universal Billing guidelines
 - a. Instructions for completing the CMS-1500 and UB-04 claim forms can be obtained from the following websites:
 - i. Centers for Medicare & Medicaid Services www.cms.gov
 - ii. Florida Hospital Association www.fha.org
 - iii. National Uniform Billing Committee www.nubc.org
 - iv. National Uniform Claim Committee www.nucc.org
 3. To ensure the health and safety of our members, FCC Claims division will suspend Authorization requirements and process claims in accordance with the FEMA designated disaster area grace period.
 - a. For Providers billing on a CMS-1500 form, In Box 23 (labeled Prior Authorization Number) of the Claim Form, please indicate "No Authorization obtained due to Hurricane Ian Disaster"



- b. For Providers billing on a UB-04 form, In Box 63 (Treatment Authorization Codes) of the Form, please indicate “No Authorization obtained due to Hurricane Ian Disaster”

Providers can reach out to our Provider Services Team at 1-833-322-7526 (Option 5, then 3, then 1) or via email at claimscallcenter@ilshealth.com for assistance or questions.

4. Florida Community Care’s reimbursement will be in accordance with the Medicaid Fee Schedule; 100% of Medicaid Prevailing Rates.

